



**UNIVERSITY OF TORONTO**  
**FACULTY OF KINESIOLOGY & PHYSICAL EDUCATION**

**Casual Part Time Membership Services Assistant**

<b>Union:</b>	<b>USW</b>
<p>The University of Toronto is strongly committed to diversity within its community. The University especially welcomes applications from visible minority group members, women, aboriginal persons, persons with disabilities, members of sexual minority groups, and others who may contribute to the further diversification of ideas.</p>	
<b>Deadline:</b>	<b>July 28, 2019</b>
<b>Number of Positions:</b>	<b>3</b>
<b>Rate of Pay:</b>	<b>\$15.00/hour</b>
<b>Position Start Date:</b>	<b>August 6, 2019</b>
<b>Position End Date:</b>	<b>Early January 2020 with potential for extension.</b>
<b>Number of Hours per week:</b>	<b>4 – 14</b>
<b>Classification:</b>	<b>Part-time Temporary Employment</b>
<b>Summary:</b>	<p><b>Under the general direction of the Manager and/or Assistant Manager of Customer &amp; Membership Services, the incumbent provides a wide range of administrative duties including but not limited to membership sales, reception for administrative, facility and intercollegiate staff located in the Athletic Centre, program registrations, and providing general information on the Faculty continuum of programs and events taking place at the Athletic Centre.</b></p> <p><b>The successful candidate is responsible for the accurate, efficient and friendly delivery of customer service to all current and prospective members of the Athletic Centre and other users.</b></p> <p><b>A positive, welcoming and professional image must be projected at all times in representing the faculty in a creative and inclusive manner.</b></p> <p><b>This efficient and friendly service includes, but is not limited to, accurate response to telephone and in person inquiries, sales transactions including membership sales, registration for programs, locker and guest pass sales, and response to general student inquiries.</b></p> <p><b>Special or Additional Information:</b>  <b>Shifts may begin as early as 6:45 am and end as late as 11:15 pm on weekdays. Weekend shifts begin at 8:45 am and end at 5:15 pm. Work ranges from 4 to 14.5 hours per week depending on the time of year. Successful candidates must work</b></p>

	<p>at least two shifts per week and be available for one opening shift, one mid-day shift and one closing shift each week.</p> <p>This is a casual part-time position. Individuals who are also available to work part time during the summer months should mention this in their cover letter.</p> <p>Position End Date: Early May 2019 with the possibility of continuance into the summer.</p>
<b>Minimum Qualifications:</b>	<p><b>Education:</b> Minimum high school diploma achieved. University of Toronto St. George students enrolled for 2019/20 preferred.</p> <p><b>Experience:</b> Familiarity with the KPE and its programs and services. Customer service and cash handling experience is required. Experience with CLASS software is a definite asset.</p> <p><b>Skills:</b> Ability to work flex time and under pressure during peak periods in a multi-task environment, and to collaborate and participate effectively as a team member.</p> <p><b>Communication, Customer Service, Interpersonal, Organizational.</b></p> <p><b>Other:</b> Understanding of diversity and equity issues, excellent interpersonal, communication and customer service skills.</p> <p>U of students will have the opportunity to have this position be recorded on the co-circular record.</p>
<b>Method of Application</b>	<p>Resume and cover letter to be emailed to: <a href="mailto:todd.pepper@utoronto.ca">todd.pepper@utoronto.ca</a></p> <p>Subject line should include title of position.</p>
<b>Contact Information:</b>	<p>Mr. Todd Pepper  Assistant Manager, Customer &amp; Membership Services  Faculty of Kinesiology and Physical Education</p>
<b>Date Posted:</b>	<p>July 10, 2019</p>